

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



**FUNDRAISING EVENTS
COORDINATOR (WELLNESS WALKS)**

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Fundraising Events Coordinator (Wellness Walks)

Contract type: 12-month fixed term contract (contract-to-permanent)

Hours: 35 (full-time)

Band: 7

Key relationships (internal): Community & Events team, Strategic Marketing, key stakeholders in the wider Engagement & Fundraising Directorate, Data, IT, Legal, Brand & Creative, Digital & Finance.

Key relationships (external): Digital advertising and creative agencies, fulfilment agencies, event material suppliers, event venues, volunteers online giving providers, specifically Enthuse, colleagues at other charities.

Key focus of the role: To deliver brilliant experiences on our Wellness Walks. This will be achieved by providing professional and effective fundraising, administrative and event management support. The Wellness Walks team sits within the Fundraising Events team and is responsible for providing excellent supporter stewardship and maximising income generation.

The post holder may also be responsible for management of their own discrete projects as well as maintaining & optimising all fundraising administrative systems and processes for Wellness Walk participants.

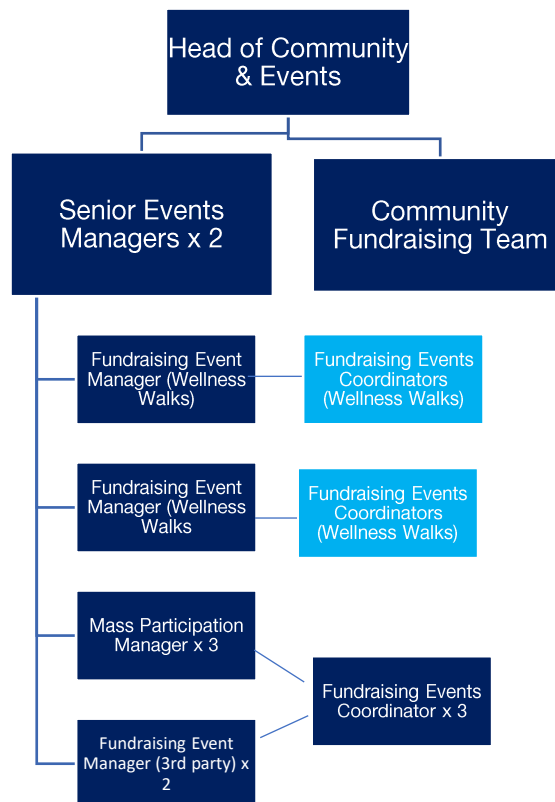
Directorate and team

This role sits in the [Fundraising Events Team](#) in the [Engagement and Fundraising](#) directorate.

Directorate



Job and reporting line



Main responsibilities

- Act as first point of contact for all Wellness Walk enquiries in a timely and efficient manner
- Deliver an excellent supporter experience which inspires and mobilises long term support
- Support the delivery of Wellness Walks by managing inboxes, overseeing fulfilment, making supporter calls, managing stock and recruiting volunteers
- Creating engaging content for social media and the website
- Assist with reporting on budgets and KPI's, so that progress of our fundraising activity can be monitored and optimised throughout the year
- Manage supporter information using our database and online giving platform reports, ensuring information is up-to-date and essential data is captured. Make sure data use follows organisational guidelines and GDPR regulations.

Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- The key activities you'll undertake (the What) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (the How)

You will be able to:

1. Provide excellent support to the Wellness Walk team by communicating in an engaging and clear way across different channels
2. Work effectively with colleagues across the organisation to ensure we maintain positive working relationships and have support from the wider organisation at our events
3. Maintain and optimise systems and processes, such as fulfilment, stewardship and on the day activity which support the team to meet income targets
4. Ensure that accurate supporter records and communications are recorded and maintained in adherence with Data Protection and GDPR
5. Effectively manage your own projects and work to key performance indicators

6. Provide excellent experiences for long term engagement
7. Manage and moderate social media content
8. Identify opportunities to collect and share supporter stories which bring our events and supporter experiences to life
9. Liaise clearly and effectively with external agencies, such as, logistics and online giving companies

You will have experience in:

1. Supporting a hard-working team with diverse and competing demands
2. Using an organisation's tone of voice in verbal and written communication
3. Working in a customer-facing role or working with customers or supporters
4. Working within charities in a work, fundraising or voluntary capacity – this is desirable
5. Administrative tasks – this is desirable

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

You will have skills in:

1. Customer care, demonstrating a strong commitment to developing relationships and following team processes
2. Managing multiple competing deadlines, organising time effectively, creating work schedules and prioritising workload
3. Effectively communicating with colleagues, supporters and volunteers in a professional manner, demonstrating high standards of written and verbal communication

You will have knowledge of:

1. Fundraising income streams, e.g. community, events, corporate
2. Events and event delivery
3. Supporter stewardship

The best person for this job will be (behaviours):

1. Able to travel across the UK to support events throughout the year, including some evenings and weekends
2. Proactive and will contribute to a positive, high performing working environment, demonstrating enthusiasm and willingness to learn in this fast-paced team
3. Organised and have excellent time-management skills

Qualifications/professional membership (if applicable):

N/A

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with the benefits we offer you.



Annual Leave

We want to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected Working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension, and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and Development

We help you to continually develop and achieve your careers goals, including offering a wide range of training, which happens throughout the year.



Gym membership

We have a gym membership discount through our cash healthcare provider. You can use this at a wide variety of gyms around the UK.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

